GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:5222
ANSWERED ON:29.04.2002
RESERVATION SYSTEM OF AIR INDIA
DUKHA BHAGAT

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Air India permits selected travel agents to have direct access to their computerised reservation system for confirmation of all the seats in flight;

(b) if so, the details thereof;

(c) whether these agents are booking more seats than available capacity thereby causing losses to Air India; and

(d) if so, the reaction of the Government in this regard and steps proposed to be taken by the Government to check irregularity in reservation booking system of Air India?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SYED SHAHNAWAZ HUSSAIN)

(a) and (b) : Air India signs participation agreement with the Global Distribution System (GDS)which defines the access to the Air India system. In turn, GDS extends thismode of participation to all travel agents who use their system. Air India has direct access agreements with the major GDS,eg. SABREand GALILEOIn this direct access system, agents can view the flight availability dynamically as displayed in the Air India reservations system. If seats are available on the flight in the Air India system, any travel agent can obtain confirmed seats on the flight. However, if the flight is closed, travel agents will not be able to confirm seats on the flight.
(c) : No, Sir. The agents cannot secure confirmed seats more than the available capacity.
(d) : Does not arise.